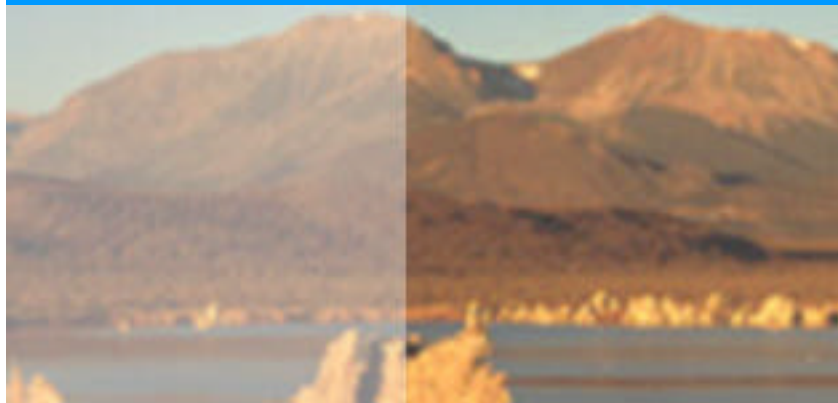


*NASFAA 2003: Reconnecting
With Students!*





NSLDS Data Conflict Resolution

Through the Customer Care Center (CCC)





This Session Will

- Provide an introduction to NSLDS
- Define conflicts
- Demonstrate how the CCC functions
- Explain how to resolve conflicts
- Provide a progress/status report
- Share feedback





What is NSLDS?

- National Student Loan Data System
- National database of federal loans & grants awarded under Title IV of the Higher Ed Act of 1965, as amended
- Data loading began in 1994
- School online access granted in 1996
- Web access available in 1999





NSLDS Goals

- Reduce burden, costs, and errors in aid administration
- Minimize abuse within aid programs
- Create central database of highly reliable, accessible data
 - Plan and budget
 - Program coordination and control
 - Research



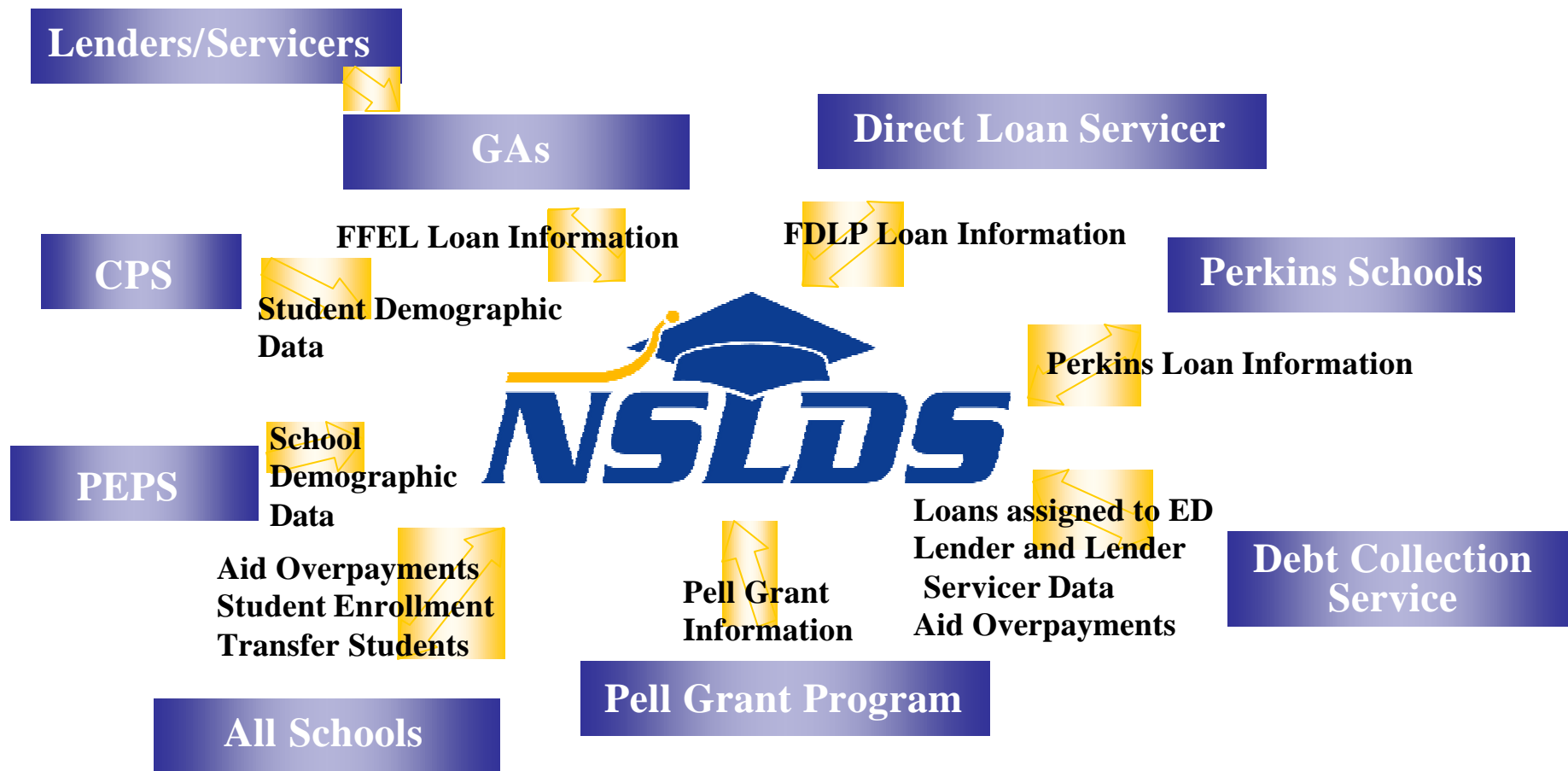


NSLDS Content

48,980,055 Students
158,895,429 Loans (FFEL, Direct, Perkins)
39,987,662 Pell Grants (1993-current)
35,483 School Branches
18,319 Schools
31,283 Lenders
60 Guaranty Agencies

****As of 06/30/2003***







Timing of Data Feeds

Daily:

Pell

PEPS

CPS Demographic

School Data

Lender Data

Weekly:

Debt Collections

Direct Loan

Flexible Schedules:

Guaranty Agencies

Monthly:

Perkins Schools





NSLDS Users

- Colleges, universities, and trade schools
- Students and borrowers
- ED
- Lenders
- Guaranty agencies
- State agencies
- ED contractors
- Other Federal Government agencies





Customer Care Center (CCC)

Established in November 2001

- Mad Dog team recommendation
- Reduce burden for FAAs
- Central location for resolving data conflicts
- Responsible for negotiating with data providers
- In some cases, allowing NSLDS to become the data provider of last resort





How It Works

- School reports conflict to the CCC to research
- School provides acceptable documentation
- CCC negotiates with data providers
- Notification is made of resolution





Defining a Conflict

Discrepancies that affect aid eligibility

- Incorrect identifiers in NSLDS
 - First name
 - Date of birth
 - Social Security Number
- Incorrect statuses
- Incorrect amounts
- Duplicated records





What is NOT a Conflict?

- Current year Pell issues
- Incorrect middle or last name
- Incorrect information in history
- Loan status that has recently changed
- Loan status that does not affect eligibility
 - Such as CA status
- Aggregate determination for Consolidations





Example of Duplicated Record



Currently Sorted by LOAN DATE, and Filtered by LOAN TYPE = NU

1	NU - NDSL FLORIDA STATE UNIVERSITY 00148900					Status: <u>PC</u> as of 11/29/1996					
Approved Amt:		\$4,355	Disbursed Amt:		\$4,355	OPB:		\$0	Agg OPB:		\$0
Loan Date:		12/14/1994	Sep. Loan Ind:			Loan Period:		N/A - N/A			
Last Disbursement Amt:			\$4,355	Last Disbursement Date:			04/15/1981	Acad. Lv:		N/A	
GA: <u>555 - DEBT COLLECTION SERVICE</u>											
2	NU - NDSL FLORIDA STATE UNIVERSITY 00148900					Status: <u>PC</u> as of 11/29/1996					
Approved Amt:		\$560	Disbursed Amt:		\$560	OPB:		\$0	Agg OPB:		\$0
Loan Date:		11/15/1993	Sep. Loan Ind:			Loan Period:		N/A - N/A			
Last Disbursement Amt:			\$560	Last Disbursement Date:			07/08/1981	Acad. Lv:		N/A	
GA: <u>555 - DEBT COLLECTION SERVICE</u>											
3	NU - NDSL FLORIDA STATE UNIVERSITY 00148900					Status: <u>DE</u> as of 07/05/1989					
Approved Amt:		\$560	Disbursed Amt:		\$560	OPB:		\$401	Agg OPB:		\$401
Loan Date:		07/11/1981	Sep. Loan Ind:			Loan Period:		N/A - N/A			
Last Disbursement Amt:			\$560	Last Disbursement Date:			07/11/1981	Acad. Lv:		N/A	



PRIVACY ACT OF 1974 (AS AMENDED)



Requesting Removal of Duplicate Loan

- Loan to nullify:
 - Loan Type
 - Loan Date
 - Loan Amount
 - OPEID on loan
 - Sep. Loan Ind.
- Loan to "keep":
 - Loan Type
 - Loan Date
 - Loan Amount
 - OPEID on loan
 - Sep. Loan Ind.



Example of Name History



[Menu](#)[Aid](#)[Enroll](#)[Org](#)[Report](#)[Tran](#)[Loan History](#) | [Overpayment History](#) | [Pell Grant](#) | [Student Access Interface](#)

SSN:

First Name:

DOB:

(MMDDCCYY)

Logged on as: ONLINE SCHOOL ID FOR TRAINING from [CLEVELAND STATE UNIVERSITY](#)

TARA MARIE M NUNEZ

SSN: 043-90-6703

DOB: 02/16/1975



Student is not on your school's Transfer Monitoring List.



Pell Grants



Aggregate Loan Information

[Menu](#)[Aid](#)[Enroll](#)[Org](#)[Report](#)[Tran](#)[Loan History](#) | [Overpayment History](#) | [Pell Grant](#) | [Student Access Interface](#)Logged on as: ONLINE SCHOOL ID FOR TRAINING from [WRIGHT STATE UNIVERSITY](#)

TARA MARIE M NUNEZ

SSN: 043-90-6703

DOB: 02/16/1975



Borrower Name History

First Name	Last Name	Middle Initial
TARA MARIE	NUNEZ	M
TARA	SEARLES	M

[PRIVACY ACT OF 1974 \(AS AMENDED\)](#)



How Does a Conflict Occur?

Examples:

- Typo
- Incorrect FAFSA
- Fraud or identity theft
- Rejected record
- Loan assigned incorrectly





Reporting a Conflict

- Call 1-800-999-8219 and select option #3
- Email nsldsccc@raytheon.com
 - **Experts available 9:00-6:00 Eastern**
 - **For Financial Aid professionals only**





FFEL Consolidation Loans

- NSLDS Determines Aggregates
 - NSLDS Newsletter #6
 - Available at www.ifap.ed.gov under NSLDS Reference Materials
 - Dear Colleague Letter Gen 96-13
 - Available at www.ifap.ed.gov under archived publications
 - Questions #52-#55





Students

Can go to www.nslds.ed.gov

- Must have valid PIN
- www.pin.ed.gov (PIN Request)
- Identifier conflicts will prevent viewing





When Students Contact CCC Directly

They will be:

- Referred to their current school
- If no current school is available they are referred to www.nslds.ed.gov or Federal Student Aid Information Center (800-4FEDAID) for Current Loan Holder
- If the loan holder is closed they are referred to Ombudsman Office (877-557-2575) as a last resort





Documentation Requirements

- Verification of correct data
- Fax or email doco to NSLDS:
 - Fax: 903-453-6029
 - Email: nsldscce@raytheon.com
- NSLDS tracking number required





Acceptable Documentation

Incorrect Social Security Number

- Social Security Card
- Current driver's license
- W-2 form
- Payroll check or check stub
- Current U.S. Military ID
- State ID





Acceptable Documentation

Incorrect date of birth

- Birth certificate
- Current driver's license
- Passport
- Current Military ID
- State ID
- Alien registration card
(Form I-551 or I-151)





Acceptable Documentation

Incorrect first name

- Social security card
- Current driver's license
- Birth certificate
- U.S certificate of naturalization
- Court order
- Marriage certificate
- Divorce decree





Acceptable Documentation

Incorrect first name –*continued*

- W-2 Form
- Passport
- Current U.S. Military ID
- State ID
- U.S. Military discharge papers
- U.S. Certificate of Citizenship
- Alien Registration Card
- Adoption paperwork





Exceptions

Direct Loan Name Change

- Must provide court decree proving name change
- Will not accept SSN card, requires birth certificate to change name to real name

Certification of Naturalization

- Cannot have “AKA” prior to name





Acceptable Documentation

Incorrect status or amount

- Letter from loan/overpayment holder
 - Paid in full promissory note
- Cancelled checks and/or money order receipts are not acceptable





Resolution Takes Time

- Waiting on documentation
- Negotiations
- Closed data providers
- Backlog of cases
- Dependent on data provider's submittal schedules and cooperation





Awarding Students

- Dear Colleague Letter GEN 96-13
 - Available at www.ifap.ed.gov under archived publications
 - Question #26
 - Question #37





Resolution Time Reduced

- Online updating for guaranty agencies
- Increase of submittal frequency
- Templates for guaranty agencies
- Overpayment online updating for DCS
- Data provider of last resort





Reduction in ISIR Code #138

- No code sent if no relevant data in NSLDS
- No code sent if CPS sends NSLDS 0's for Date of birth
- Resulting in a 75% reduction in #138 codes
 - 2000-01 147,872 codes sent
 - 2001-02 78,419 codes sent
 - 2002-03 37,872 codes sent





Proactive Data Integrity Gets Results

Our goal is to find the problem, research the problem and prevent the problem from occurring again.

- Resolved 106,353 duplicate loans since 11/2001.
- NFN and DOB data integrity issues researched and resolved.





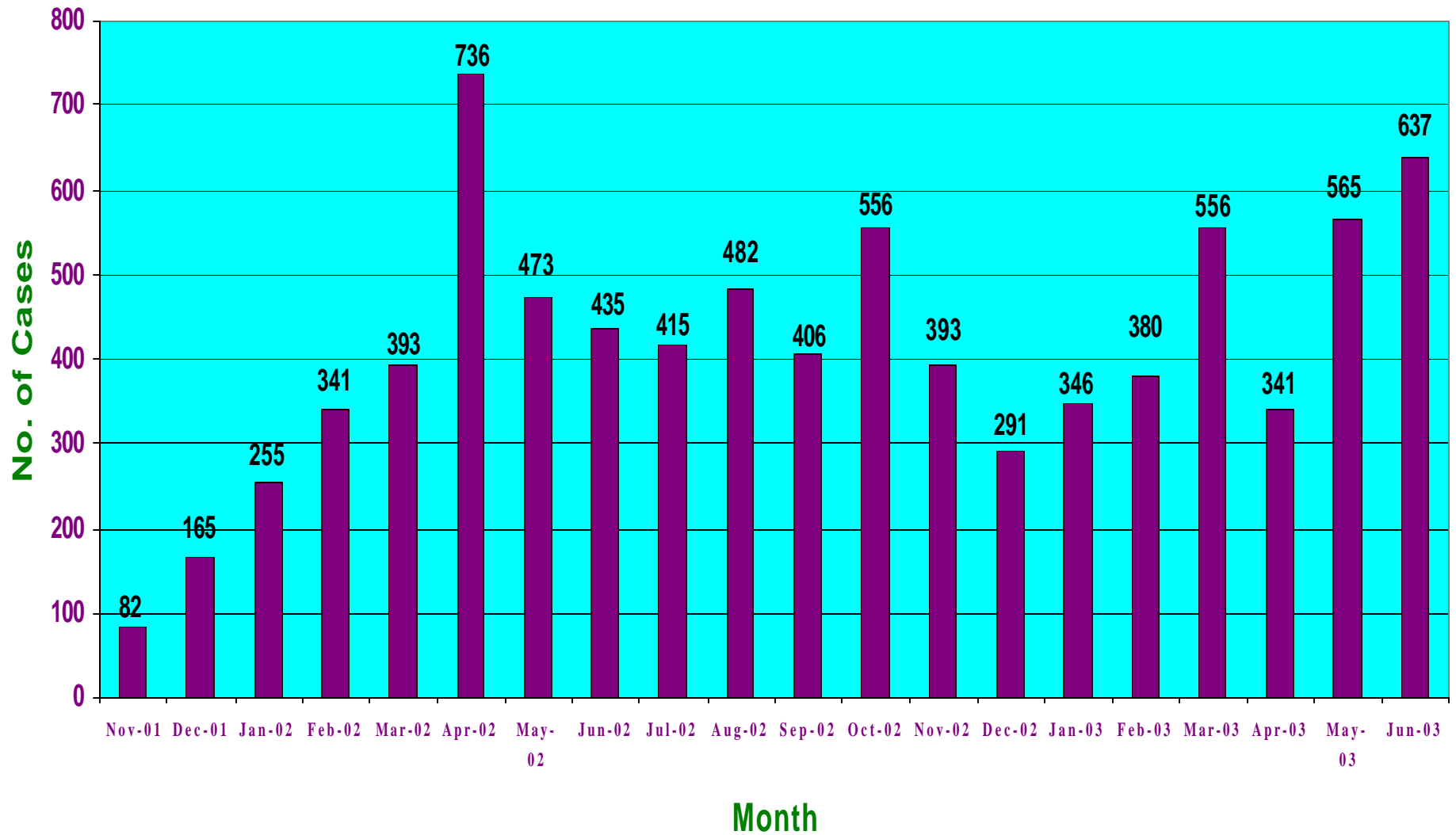
Progress

- Over 2000 schools have used the CCC with only word of mouth advertising
- 10,092 conflicts have been reported
- 9,373 conflicts have been resolved
- Giving us a 93% resolution rate*

**** as of June 30,2003***



Resolved Cases





Feedback

“Thanks to all the folks in NSLDS CCC. You have made my job so much easier....you guys are the best "go between gang" (meaning you get things done by going between the schools and the guarantee agency/lender/DLSC/DCS) and on behalf of my students, thank you !”

Tara Jackson,

Financial Aid Coordinator – Loans

Kent State University





More Feedback

“I would like to take this opportunity to acknowledge the outstanding service I received recently from the Customer Care Contract to resolve an issue effecting Title IV Eligibility. I began working on this issue in July and there was not any resolve to the problem until the CCC department became involved on 9/13/02. Today (9/18), I was able to verify the issue had been resolved and NSLDS properly updated to reflect correct status of borrower's loans. I will definitely call upon CCC in the future to research and resolve issues updating NSLDS loan status which I am unsuccessful in resolving. Thanks.”

Mary Ammons ECPI College of Technology





More Feedback

“I am the Regulatory Compliance Manager for the Keiser Collegiate System in Florida. I have been in the financial aid profession for over 25 years and have had many opportunities to speak with various agencies about problems with students and their financial aid. I speak to someone on the staff at the NSLDS Conflict Resolution Department quite frequently, which is the reason for this e-mail. I wish I remembered the names of the two people I have spoken to within the last week but I don't. However, today I spoke with Regina, who was extremely helpful in solving a problem we had with one of our prior students whose financial aid at his current school is being held up because of a reporting error on our end. We have been trying to get the problem resolved with OSFA and the University of Phoenix with no luck until I called and spoke to Regina. Within 20 minutes, she had called OSFA and gotten the problem resolved resulting in a very happy and relieved student.

This is not an unusual occurrence when dealing with your department. I have never had a complaint about anyone on your staff and I never hesitate to call NSLDS because you always help us resolve our problems. The staff members that I have spoken to in the past have always been courteous, cooperative and helpful. Please relay our thanks to your department and let them know that their work is truly appreciated by those of us at the other end of the phone.”

Carol Claremont

Regulatory Compliance Manager, Office of the Chancellor

Keiser College





Contact Information

1-800-999-8219 Option #3

Fax: 903-453-6029

Nsldsccc@raytheon.com

www.nsldsfap.ed.gov for
professionals

www.nslds.ed.gov for students





CCC Staff





Discussion and Questions



*NASFAA 2003: Reconnecting
With Students!*

